From: John W. Lussow
To: Microsoft ATR
Date: 11/16/01 10:15am

Subject: Comments on Microsoft

I just feel that I need to speak to someone about a problem I have with Microsoft. Due to security problems with Internet Explorer and Outlook, my company suggests that we use Netscape Communicator for email and surfing.

My company went out and purchased Microsoft Office 2001 for Mac and I had to install it on the my computer at work. The installation went fine, but when it came to registering the product with Microsoft, I got an error that no browser was installed. It asked if I wanted to install Internet Explorer now. I said no and I got a message stating that I could not register Microsoft Office until I install a browser. I had a browser installed but it wasn't theirs. I could not register my product and I am ineligible for program upgrades because I elect to use another web browser. I understand that Republican politics will protect big business but this should not be allowed to continue. I use Microsoft products everyday and until I had this problem I didn't understand why people were so upset with Microsoft's business practices. Now I believe that Microsoft has become too big and even the federal government will have a tough time controlling them. If this happened to me on my one machine I can't imagine what companies trying to compete with Microsoft are facing.

John Lussow